

SECTION 29. PSYCHOLOGY AND PSYCHIATRY

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COMMUNICATION. ITS BASIC CONCEPTS

Abstract. *The article deals with the concept “communication”, its content, purpose and means. The work reveals the process of communication, which is not just information exchange, but a mutual activity of partners. The communication process performs certain functions or tasks. The most common functions such as information, understanding, motivation, coordination, contact, emotive, self-fulfilment, influencing are analyzed.*

The process of communication has always been an important issue in human interaction. Modern period in history is no exception, and perhaps vice versa, the problem of communication, namely real-life communication, is becoming more relevant than ever. Recently, people increasingly prefer computer-mediated communication, which does not depend on proximity and can be provided by means of remote communication. Communication in online communities performs a number of functions: cognitive, developmental, motivating, inclusive. Communication peculiarities in cyberspace are associated with a limited ability to use non-verbal means of communication, which lead to difficulties in emotional perception and obtaining complete information.

Throughout life, each of us is in constant contact. We communicate with different people. The human need for communication is due to the need to interact in the learning process, common activities, solving any everyday problems. The whole history of mankind is the history of human interaction [4].

In the psychological literature the concept of “communication” is used in different meanings. The most common are:

- an exchange of thoughts, feelings, experiences;
- one of the types of human activity;
- a specific social form of data communication;
- an interaction, a relationship between individuals that have a dialogue.

According to Wikipedia, the free encyclopaedia, communication (from Latin *communicare*, meaning “to share”) is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules [1].

It can be said that communication is an integral part of any human activity, while having a social nature. And to talk about the activity is possible only when it is social in nature. Therefore, it can be argued that any human activity is impossible without communication. Thus, communication is an important element of human activity.

Communication is a complex process of interaction between people, which consists in the exchange of information, as well as in the perception and understanding of each other. In communication, the content, purpose and means are distinguished.

Content is information that is transmitted from one living being to another through

interpersonal contacts. Due to communication, data about emotional states can be transmitted, aimed at directing another living being to contacts in some way. The meaning of communication is much broader for humans than animals. People share information with each other, which includes knowledge about the world, rich life experience, abilities and skills.

The purpose of communication is why a person needs to communicate: the purpose of transferring and obtaining objective knowledge about the world, education and upbringing, actions coordination in common activities, establishing and clarifying personal and business relationships, and much more [3, p. 98].

Communication methods are original ways of coding, transfer, processing and decoding of the information which has been obtained in the course of communication. Encoding information is a way of transmitting it from one living being to another. These are language and other sign systems, writing system in its various types and forms (texts, schemes, drawings, sketches), technical means of information recording, transmission and storage [3, p. 98].

The communication process performs certain functions or tasks. There are several classifications. Most of them are related to information exchange, interaction and perception of each other. V.A. Semychenko characterizes communication as the main condition for survival, education, upbringing and personal development [2, p. 9].

Functional capabilities of communication are realized at different levels, depending on the situations, content and purpose of communication.

Communication functions (from the Latin *functio* – execution, implementation) are the roles and tasks it performs in the process of personality's life. We can distinguish the following: information, understanding, motivation, coordination, contact, emotive, self-fulfilment, influencing [3, p. 98].

The most obvious is information function – the exchange of certain messages, the need for which fills human life, namely intentions, considerations, assessments, dreams, comments, reflections, etc. Information is one of the most valuable human resources, no less important than material benefits.

When the purpose of communication is trying to understand the partner's inner world, his ideas, beliefs, feelings and intentions, the function of understanding is performed. It is almost always present in communication.

Motivation function deals with the fact that one of the participants in communication is trying to arouse a certain activity in the other, pushing him to a certain action.

Close to motivation is the coordination function, which consists in coordinating, that is, coordination of plans, intentions, interaction with other people, their common activities' organization, support for order and normal relations.

Contact function is important. That is communication in order to establish or maintain contacts of different nature and for different purposes.

Communication emotive function is the expression by participants' emotions and receiving sympathy from partners. A person feels the need for this no less than for information.

Self-fulfilment function is to establish and hold one's position in the system of role, status, and business relations of the society in which the individual should function.

Influencing function is a certain determined influence on a partner, a priority over him. It is close to the motivation function, but has a wider range of action [5].

Now let us focus particularly on communication types. There are various types of communication classification.

- *Direct and indirect communication.* Direct contact is a contact of partners who see and hear each other, are in the same time and space. Indirect communication occurs between people who are divided by space or time and use such means as telephone, fax, computer, correspondence, audio or video recordings, books, and media.

- *Real and imaginary communication.* Real communication takes place between real

partners. Imaginary – communication with literary (theatrical, film heroes), with fetishes, photos of people. Sometimes people replace real partnership with “conversations” with animals, plants, toys, mythical and religious characters.

- *Depending on the number of partners*, you can select types of communication: inter-individual, individual-group, intergroup.

- *Short-term and long-term communication*. Short-term communication arises from situational needs of activity or interaction and is limited to the solution of local communicative tasks (consultation on a certain issue, exchange of impressions about current events). Long-term communication is an interaction in one or more topics, the exchange of detailed information on some subject content.

- *Completed and incomplete communication*. Completed communication occurs when the issue content is over, and its participants assess the interaction results as completed. In the case of incomplete communication, the content of conversation topic remains undisclosed to the end and does not meet the expectations of the parties.

- *Formal and informal communication*. Formal (official) communication is regulated by certain official social relations and codes. Informal (domestic, family, social) relations do not have such clear requirements and are carried out on a free basis.

- *Verbal and nonverbal communication*. Verbal communication occurs through language and speech. One of the most important problems of this type of communication is understanding.

Thus, the main purpose of communication is the exchange of various information types. Communication and information exchange between people is not only through language. From ancient times, human society has used additional communication means and information transmission, many of which still exist.

The content of communication is realized by certain means – sign systems. Verbal and nonverbal communication can be distinguished by the criterion of sign systems.

Verbal means include language and speech. Non-verbal communication is communication through facial expressions, gestures, pantomime, through direct sensory or bodily contact. These are tactile, auditory, olfactory, other sensations and images that we receive from another person. In addition, through non-verbal communication, a person gets the opportunity to develop psychologically even before he has mastered and learned to use the language.

Verbal communication is inherent to a man. Language skills are a prerequisite for verbal communication. The leading role belongs to oral speech, through which information is transmitted to other people.

In terms of its communicative capabilities, verbal communication is richer than all types and forms of nonverbal communication, although in life they still cannot exist without each other. These types of communication are closely interrelated.

Language is a system of verbal signs. It contains words with their meanings and syntax – a set of rules according to which a sentence is built. Language is an objective phenomenon of society. It is one the national self-consciousness and culture expression, the spiritual heritage of every nation.

Speech is one of human communicative activity types – the use of language to communicate with other people. In this sense, speech is a specific activity that is expressed either in audio or written form.

The predominant meaning of the word “language” is “system, structure”, and the word “speech” is “activity”. Therefore, when defining the word “communication”, it is appropriate to use the term “speech” [6, p. 14].

In general, some concepts of communication psychology, such as the content, purpose, means and functions of communication were considered.

Thus, communication is, first of all, a complex, multifaceted process establishing and

developing contacts between people, which arises on the basis of needs and common activities. It includes the exchange of information, perception and understanding of others. Secondly, it is the interaction of individuals through symbolic means, caused by the needs of common activities and aimed at significant changes in the state, behaviour of a partner.

The first impression is very important in communication. The first impression is for sure not always the final and correct conclusion about the interlocutor, but it is important to start communication on its basis.

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